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Bib Data Sheet

CONFIRMATION NO. 4192

SERIAL NUMBER 09/820,982	FILING DATE 03/30/2001 RULE	CLASS 705	GROUP ART UNIT 2161	ATTORNEY DOCKET NO. 05793.3034	
APPLICANTS William J. Tumulty, Richmond, VA; Terry Wayne Thornton, Glen Allen, VA;					
** CONTINUING DATA ***** <i>none jbd</i>					
** FOREIGN APPLICATIONS ***** <i>none jbd</i>					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 05/07/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>[Signature]</i> <i>jbd</i> Examiner's Signature Initials		STATE OR COUNTRY VA	SHEETS DRAWING 3	TOTAL CLAIMS 42	INDEPENDENT CLAIMS 4
ADDRESS Finnegan, Henderson, Farabow Garrett & Dunner, L.L.P. 1300 I Street, N. W. Washington, DC 20005-3315					
TITLE System and method for prioritizing customer inquiries					
FILING FEE RECEIVED 1316	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		